

Kat & Dogs Ohio Policy Agreement

- Initial consults for new clients, prior to scheduling services, are always free. However if an appointment is canceled last minute or without notice a \$20.00 rescheduling fee will be charged. If a second appointment is canceled last minute or without notice, services will no longer be available. If a client would like to schedule an additional meeting due to changes in pet care, house lay out, etc, a \$20.00 scheduling fee will apply/appt.
- As a client of Kat and Dogs Ohio, I agree that, in addition to my fee to Kat and Dogs Ohio, I am responsible for any charges accumulated and/or incurred by prior arrangements with my pet(s) or any additional services not performed by Kat and Dogs Ohio.
- For the health and safety of cat(s) and/or caged pet(s), daily visits are required.
- For the health and safety of dog(s), whose owners are on vacation/traveling for business, three visits a day are required (depending on when the pet's owner leaves/returns home).
- To help prevent the spread of contagious diseases and parasites, all pet(s) must be on flea/tick control, current on vaccines, and other preventative measures. If pets are contagious, have fleas, or other parasites services will not be provided as Kat and Dogs Ohio can't risk the health and safety of other pets under their care.
- If the pet(s) show signs and/or becomes aggressive, services may be terminated.
- Unless it is an emergency, scheduling requests will be returned during the following office hours: Monday – Friday 8-6, Saturday 8-12, and closed on Sunday and holidays.
- While cash and check are preferred methods of payment, credit cards are accepted online only. Payment is due at the start of service unless otherwise stated.
- Services are available on a first come, first serve basis. All services are nonrefundable but consideration of credit may be made should the pet's owner return home early.
- For daily visits and basic grooming services canceled within 24 hrs, payment will be due in full. The cancellation fee will be determined based on services canceled within the 24 hour window.
- When reserving pet sitting services for a period greater than one visit/day, a 50% nonrefundable deposit will be due 14 days prior to the start of service. If the reservation is made less than 14 days prior to the start of service, the deposit will be due at that time. The balance will be due at the start of service. Consideration of a deposit credit to be used towards future care may be made under certain circumstances at the sole discretion of KADO.
- A \$10.00/visit holiday surcharge will apply for the following holidays: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve & Day (Dec. 24 & 25), & New Years Eve & Day (Dec. 31 & Jan. 1).
- In order to accommodate the number of requests, exact times are not guaranteed but will be within a two hour window of the client's choice.

- While Kat and Dogs Ohio strives to accommodate all requests, last minute visits may not always be available.
- When the pet's owner is away for multiple days, please contact Kat and Dogs Ohio upon returning home by text, phone, or email. If the trip is extended or delayed, please contact Kat and Dogs Ohio ASAP so we can coordinate care of the pet(s). Additional visits are subject to the normal fee structure.
- Should a visit extend longer than expected, a \$5.00 surcharge/visit will apply for each additional 15 min.
- Keys and/or codes must be provided to the sitter at the consult and will be kept confidential and out of sight of the public. Keys will be returned to the pet's owner upon request. A \$10.00 fee will be charged each time a special trip is required to pick up/drop off a set of keys/check code. If the pet owner is locked out of their home, Kat and Dogs Ohio isn't responsible for any damages to the home and/or illness, injury and/or death of the pet(s).
- If an individual(s), other than Kat and Dogs Ohio, has a set of keys/access to your house while you are away, Kat and Dogs Ohio is not responsible for any property damages, theft, injury/illness to your pet(s), and/or death of your pet(s).
- For the safety of all pets, Kat and Dogs Ohio doesn't job share with the pet owner's friends, family members, etc. (exceptions may apply). If this happens, services may be terminated.
- If Kat and Dogs Ohio is unable to care for your pets, it is the pet owner's responsibility to retain a care taker for their pet(s).
- I agree not to hold Kat and Dogs Ohio liable for any damages, injury, illness, and/or death while they are on my property.
- If Kat and Dogs Ohio is unable to contact the pet's owner in an emergency, I will allow the pet sitter to use their best judgment in caring for my home and pets.
- In the event of illness or injury of my pet, I give my permission for Kat and Dogs Ohio to take action at the pet owner's expense.
- Should my pet(s) take medications, I give my permission for Kat and Dogs Ohio to administer it to my pet(s) as prescribed by my veterinarian.
- I, the pet's owner, give permission for Kat and Dogs Ohio, who is trained in pet First Aid/CPR through PetTch, to give aid if my pet(s) is in distress. I agree not to hold Kat and Dogs Ohio responsible for any illness, injury, death, and/or damages while attempting to save my pet(s)'s life. Kat and Dogs will do transportation of pets for emergency medical care only (time and travel fee will apply).
- For the safety of all involved, please keep driveways, walkways, etc. clear of snow & ice. If not cleared at the time of service, services may not take place & the client will be billed accordingly.
- KADO encourages pet owners to leave appropriate cleaning supplies & walking equipment (leash, harness, poop bags, etc). If supplies/equipment is unavailable, unsafe, and/or deemed inappropriate, KADO will use their own equipment/supplies to care for your dog(s).
- For dogs who walk well on leash, please provide a 4-6 foot leash and an

appropriate collar and/or harness with ID for the dog to enjoy a neighborhood walk. As a safety precaution, retractable leashes, choke collars, prong collars, & shock collars will not be used.

- If your dog(s) has access to a fenced in backyard, please make sure the yard is secure. As a safety precaution, while under the care of Kat and Dogs Ohio, all dogs must be confined to their enclosed yard or be on leash. Time outside will be kept short if temperatures are below 30 degrees or above 80 degrees and/or if there is heavy rain or snow. The remainder of our time together will be enjoyed in the comfort of the home.
- I, the pet's owner, give permission for Kat and Dogs Ohio to photograph and/or videotape my pet(s) for advertising purposes (on the main website, social media, &/or events). _____ **(IF YOU DON'T, INITIAL HERE)**
- Kat & Dogs Ohio is trained in animal care and is insured/bonded (please note: there is an insurance deductible in the event of an incident involving electronic fence).
- I am aware that Kat and Dogs Ohio is not certified in pet grooming/training, but is knowledgeable in the fields, and will allow basic grooming and/or training of my pet(s).
- Kat and Dogs Ohio reserves the right to refuse services to any client, for any reason, at any time.

By signing, I agree to the terms of this contract.

Client _____ Date: _____